

BILL NO. S-15-01-16

SPECIAL ORDINANCE NO. S-_____

AN ORDINANCE approving CONTRACT FOR
A DEDICATED IT RESOURCE FOR CIS
INFINITY IMPLEMENTATION AND ONGOING
OPERATIONAL SUPPORT between ATOS and
the City of Fort Wayne, Indiana.

**NOW, THEREFORE, BE IT ORDAINED BY THE COMMON
COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:**

SECTION 1. That the CONTRACT FOR A DEDICATED IT
RESOURCE FOR CIS INFINITY IMPLEMENTATION AND ONGOING
OPERATIONAL SUPPORT by and between ATOS and the City of Fort
Wayne, Indiana is hereby ratified, and affirmed and approved in all respects,
respectfully for:

dedicated IT resource to provide additional support services
for implementing and operating a replacement customer
billing and information system:

involving a total cost of TWO HUNDRED THIRTY THOUSAND, FOUR
HUNDRED AND 00/100 DOLLARS - (\$230,400.00). A copy of said Contract
is on file with the Office of the City Clerk and made available for public
inspection, according to law.

SECTION 2. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

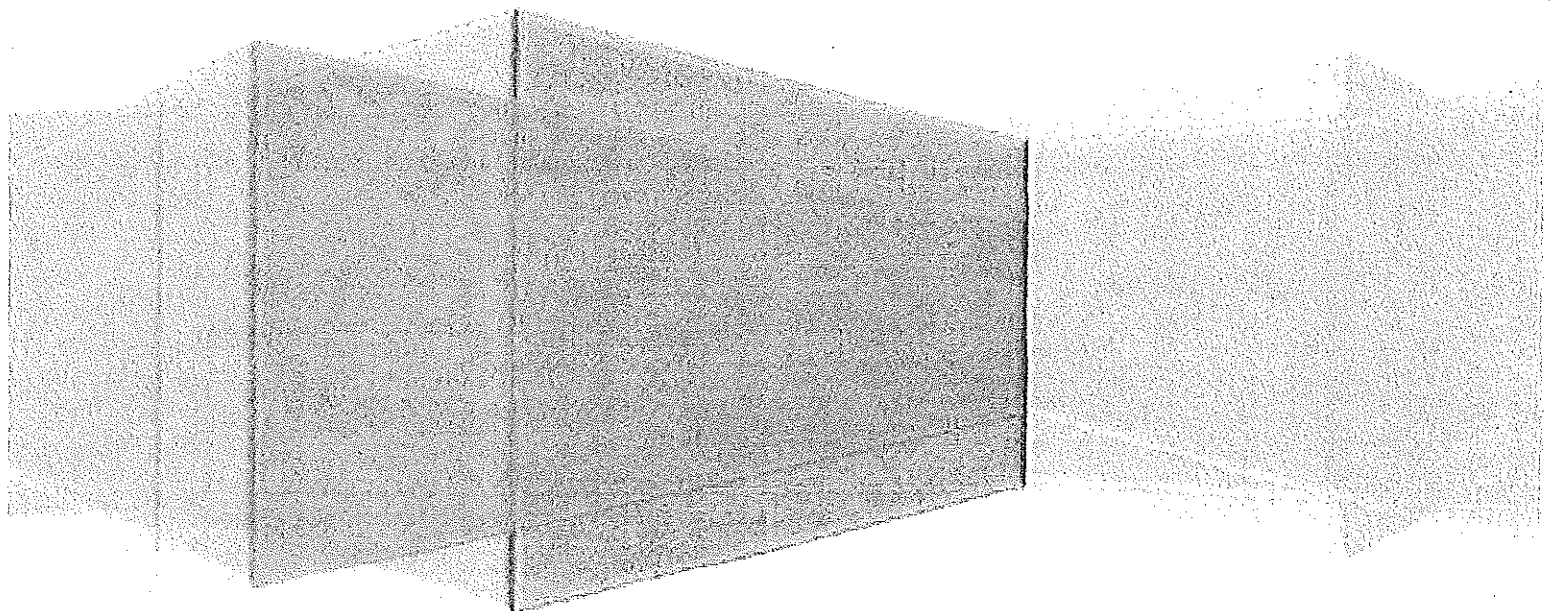
APPROVED AS TO FORM AND LEGALITY

Carol Helton, City Attorney

City of Fort Wayne Utilities

Dedicated Resource for City Utilities Infinity System

Service Enhancement



Support Enhancement- Dedicated Application Programmer

Purpose:

As requested by the Fort Wayne City Utilities (CU), Atos has provided an option to add this service enhancement to the scope of our existing IT support services contract. The additional support services defined in this document are to be coterminous with the existing City/County Master Services Agreement (MSA).

Scope:

The scope of this service enhancement would be to provide a dedicated Application Programmer to CU for support of the CIS Infinity Application, Infinity Mobile, and Infinity Link. This resource would be an Atos resource but, would receive their daily tasks from the CU.

Roles and Responsibilities:

Description
Creating, Maintaining and Implementing the application code (CIS Infinity, Infinity Mobile, Infinity Link)
Supporting and Maintaining the SQL Databases
Creating, Maintaining and Implementing Crystal Reports
Running and scheduling batch jobs
Creating, Maintaining and, Implementing the Interfaces
Training client on processes and procedures
Troubleshoot issues and errors within the Infinity System
Assist with the day to day project management/planning

Assumptions/Stipulations:

Assumptions
This position would be a contract with Fort Wayne City Utilities, Application programmer services would be billed with a separate invoice monthly.
The Servers will be billed with the monthly master agreement invoice.
This document outlines roles and responsibilities of the Application Programmer.
The additional support services defined in this document are to be coterminous with the existing City/County Master Services Agreement (MSA).
The staff for this position would be located within the Atos's offices. CU will provide space, and a computer to perform tasks in their offices should the need arise.
Similar to other City-County Projects any project which requires greater than 40 hours of labor outside of the defined M-F 8AM-5PM working period or requires skill sets outside of scope of the Application Programmer could be considered billable.
While onsite the Application Programmer can and will leverage the USD ticketing system to relay the request and needs of the department to other onsite Atos teams when possible. CU will still have the ability and are encouraged to call the ServiceDesk for critical needs or if the Desktop technician is unavailable
Atos will cross train this position with other Application Programmer staff and work with CU to handle the absence of the primary Application Programmer due to employee sick time and vacations days.
If for any reason CU would want to dissolve this contract they would need to provide Atos Management with a 6 month notice prior to dissolving.
Per the Atos Master Agreement CU cannot hire an Atos resource without consent from Atos Management. An

agreement between management will need to occur before proceeding with interviewing or offering a position to the resource.

Pricing:

Items	Cost per Service	Total Cost
(6) Servers	\$ 258.10	\$ 1548.60
(1) Dedicated Resource	\$ 9600.00	\$ 9600.00
		\$ 11,148.60 a month

Document Control	Date	Author	Version
Initial Document	7/18/2014	CM	V1.0
Revised Document	7/18/2014	GM	V2.0
Revised Document	7/22/2014	CM	V3.0
Revised Document	8/6/2014	CM	V4.0

This Estimate is valid for 30 days from date of delivery

Sign Off:

City of Fort Wayne

James Haley

City Chief Information Officer

Signature

Date

20 8/12/14

City of Fort Wayne Utilities

Kumar Menon

Director of City Utilities

Signature

Date

City of Fort Wayne Utilities

Len Poehler

Deputy Director of City Utilities Business Services

Signature

Date

8/6/14

Atos

Rob Vatter

Senior VP of Managed Services

Signature

Date

8/14/2014

Interoffice Memo

Date: **January 23, 2015**

To: **Common Council Members**

From: **Len Poehler**, Deputy Director Business Services, Fort Wayne City Utilities

RE: **Contract with ATOS for a dedicated IT resource for CIS implementation and post go-live operations and process improvement**

City Utilities is currently implementing a replacement customer billing and information system with plans to go-live this summer. In addition to implementing the core system, many interfaces that are technical in nature, are planned for implementation as well. In anticipation of go-live and the technical complexity of the entire system, City Utilities determined that it will require a dedicated IT resource to manage three basic functions in two phases.

Phase I - before go-live: Project Management and Support for IT development – Assist the CIS implementation team in technical discussions with vendors.

Phase II – post go-live - Part I: Initially, after go-live, schedule all IT activities and interfaces and diagnose, resolve and permanently fix functions that fail to work according to design.

Phase II – post go-live - Part II: Lead the CIS implementation of IT enhancements and core IT deliverables that were postponed due to resource/time constraints.

This resource is important to the success of our CIS implementation. The contract is for two years (coterminous with the current ATOS contract) and a fixed fee of \$230,400.

CC: Kumar Menon
Diane Brown